

AMENDMENT UNDER 37 C.F.R. § 1.116  
Appl. No. 09/843,771  
Docket No. Q63730

**AMENDMENTS TO THE SPECIFICATION**

**Please amend the paragraph bridging pages 12 and 13 as follows:**

The Flowchart in figure 3 describes the process of the invention.

The CGP 10 wishes to call the CDP 12. In the case where the CDP 12 is unavailable 1010, the CGP 10 is transferred 1020 to the CAS 14. The CAS 14 communicates with the CGP 10 via Interactive Voice Response (IVR) 26 (shown in Fig. 2), and offers the option of sending the CDP 12 a conventional call-completion voice message or a non-voice (such as textual) message 1030.